

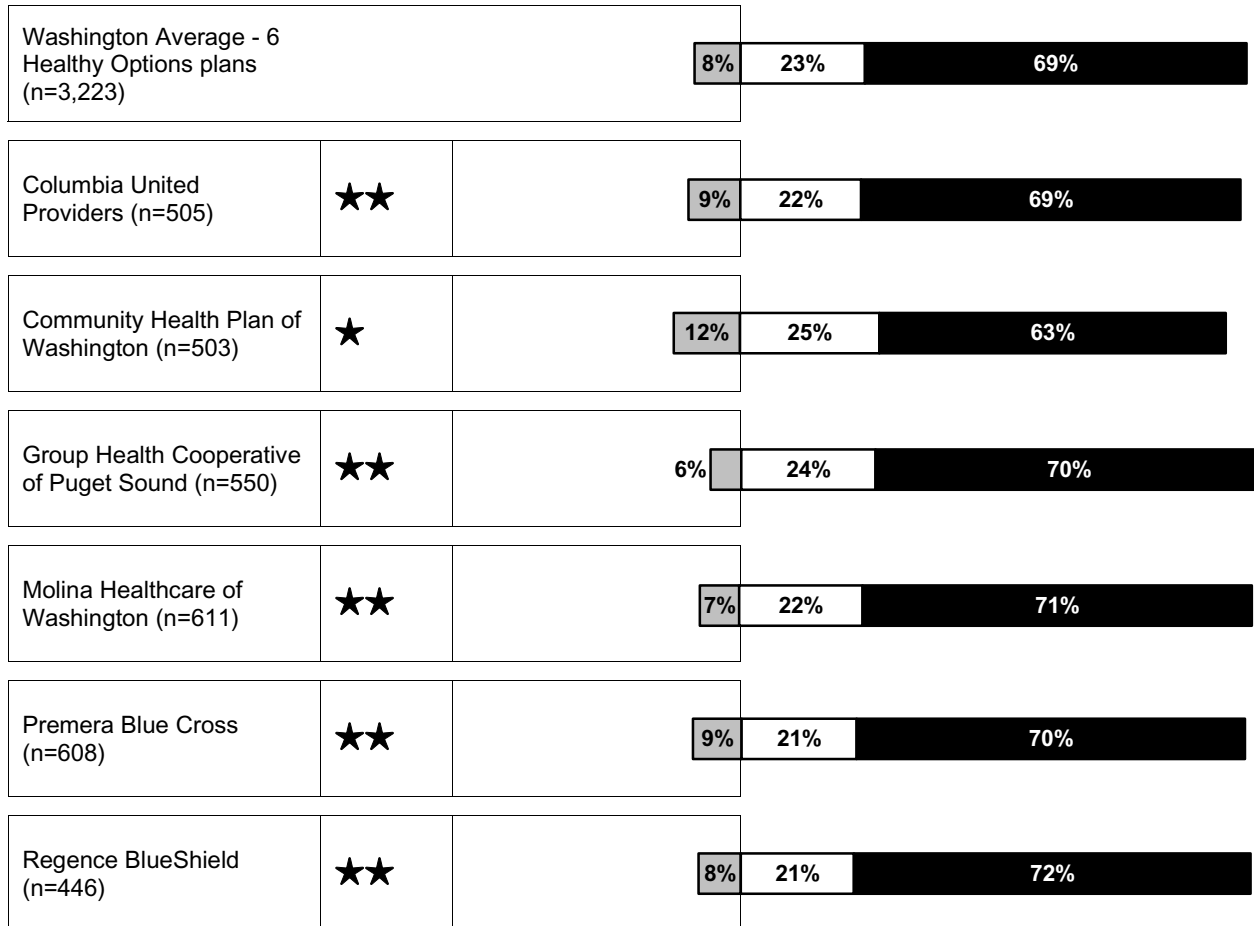
Healthy Options General Child Population

CAHPS® Questions

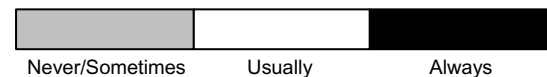
Composite

Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 32 and 33 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

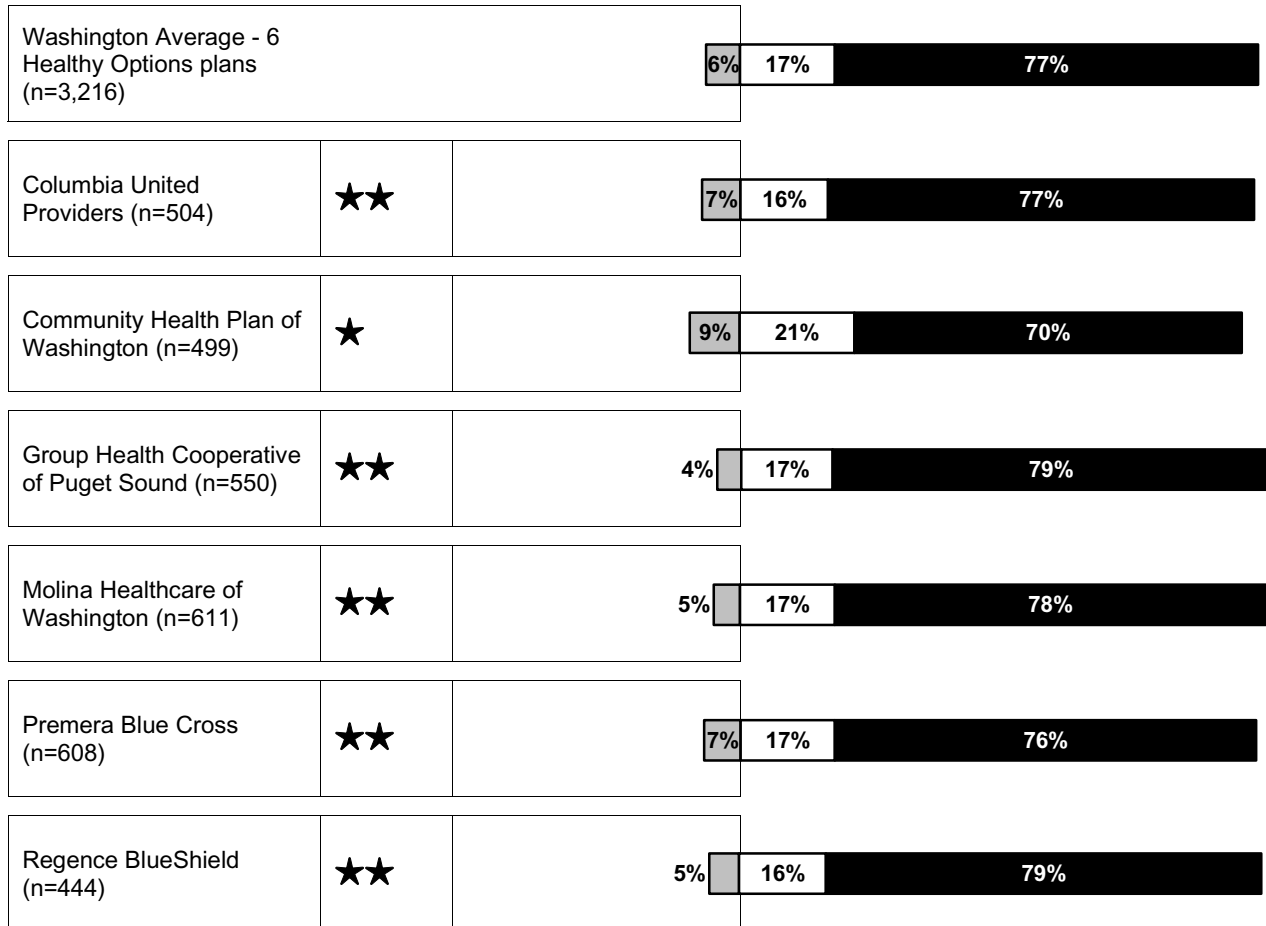
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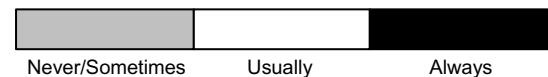
Question 32

Courteous and Helpful Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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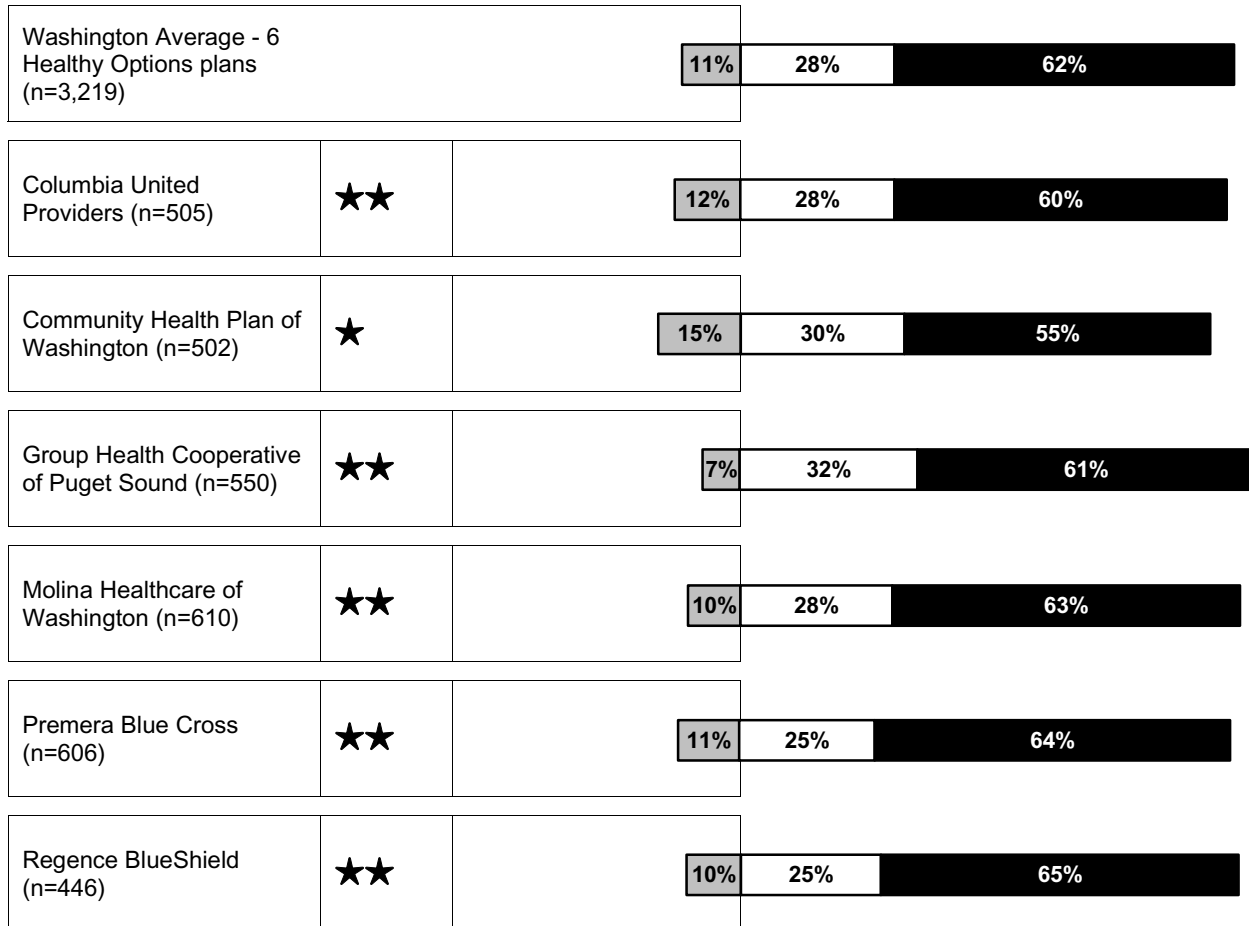
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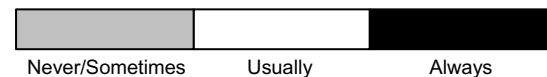
Question 33

Courteous and Helpful Office Staff

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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